

# M&G UK Shared Ownership Limited

## **Tenant Satisfaction Measures 24/25**



## Tenant Satisfaction Measures

A critical part of measuring the performance of the Company against its objective to ensure quality services and outcomes is understanding the experience and perspectives of our residents.

In April 2023, the Regulator of Social Housing created a new system for assessing how well social landlords in England are doing at providing good quality homes and services. As part of this assessment, social landlords are required to report against the applicable Tenant Satisfaction Measures (TSMs) covering five themes.

The Company's first survey in line with TSMs was carried out in March 2023. 100 responses were obtained from the 382 homes that the Company owned at the

beginning of that period. Although the sample size was small, the initial survey responses highlighted a number of areas where improvements in service could be achieved. Since that initial survey, the Company's portfolio has grown from 382 homes to 1692 homes. Therefore, the surveys conducted this year represent a much larger number of residents, offering deeper insight into residents' experiences and clear directions as to where and how services need to improve. We have also been able to compare resident experiences and satisfaction across our four managing agents, allowing us to create very tailored action plans to improve services for all residents. The 2024/25 Tenant Satisfaction Measures are shown below.

		2023/24	2024/25	Variance
<b>Building safety</b>				
BS01	Proportion of homes for which all required gas safety checks have been carried out.	100.0	100.0	-
BS02	Proportion of homes for which all required fire risk assessments have been carried out.	100.0	100.0	-
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out.	0.0	0.0	-
BS04	Proportion of homes for which all required legionella risk assessments have been carried out.	100.0	100.0	-
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100.0	100.0	-
<b>Q4b Anti-social behaviour</b>				
NM01 (1)	Number of anti-social behaviour cases, opened per 1,000 homes.	11.4	5.7	-5.7
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.0	0.0	-
<b>Q4d Complaints</b>				
CH01 (1)	Number of stage one complaints received per 1,000 homes.	41.3	49.0	+7.7
CH01 (2)	Number of stage two complaints received per 1,000 homes.	5.7	14	+8.3
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	76.9	94.8	+17.9
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	77.7	100.0	+22.3

		2023/24	2024/25	Variance
<b>Q4e Tenant perception measures</b>				
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord.	19.3	45.4	+26.1
TP05	Proportion of respondents who report that they are satisfied that their home is safe.	48.4	69.3	+20.9
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them.	14.8	30.1	+15.3
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them.	41.0	46.4	+5.4
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect.	41.8	52.8	+11.0
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling.	6.8	21.6	+14.8
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained.	34.5	44.1	+9.6
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood.	15.3	25.5	+10.2
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour.	30.1	24.0	-6.1

We are committed to continuing to work closely with our managing partners to understand where things have gone wrong and implement changes that will improve service delivery for our customers.

We are pleased that we have seen an increase in eight of the nine tenant perception measures applicable to the Company. While the levels of resident satisfaction remain below expectations, we remain committed to continually improve our residents' experience of their homes and our services.

In addition to the feedback received from our resident surveys, the number and the nature of resident complaints provide us with valuable service insights.

We maintain the view that the number of complaints remains too high for the number of properties we manage. However, it is worth noting that although the number of complaints rose, so did the portfolio size.

We continue to work with our managing partners to respond promptly to complaints within policy timelines that follow the Housing Ombudsman's Complaint Handling Code 2024. As a result, the time taken to respond to a Stage 1 complaint has improved from 76.9% in 2023/24 to 94.8% in 2024/25.

The quality and value for money of estate management remains a key area of concern identified through our resident surveys and complaints analysis. In 2023/24, over half (51%) of the complaints we received related to issues with estates management. By implementing service improvement plans, holding more frequent management meetings with partners and scrutinising performance, complaints relating to estates management have reduced to seven in 2024/25.

Notwithstanding these improvements, just over a quarter of all complaints (26%) received last year related to Property Services and Maintenance. Many of the complaints received related to the repairs and maintenance of communal and external areas.

Typically, although most of these areas are not owned by the Company, we actively ensure that these areas are well managed and maintained and that our customers receive a high-quality service from estate and building owners. We will continue to hold third party freeholders and estate managers to account for the benefit of our customers.

## Get in touch

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We want to hear from our customers – be it a complaint, ideas on how we could improve our services, or feedback of any sort. Please get in touch below:

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